

Customer Call History

Company Name ZEA, LAWRENCE D.

Contact Name: LAWRENCE ZEA

Contact Phone: (847) 428-1389

Contact Fax:

OFFICIAL FILE

I.C.C. DOCKET NO. 06-0350

PES Exhibit No. 8

Witness

Date 7/12/06 Reporter P.W.

Billing InformationCustomer Number:
16-00100457Billing Address:
838 SALEM LN
CARPENTERSVL, Illinois 60110-1520Accounts for Customer:Utility: Account Name:
NICOR Gas - Natural Gas ZEA, LAWRENCE D.Service Address:
838 SALEM CARPENTERS, IllinoisCall Log Details

Date	FirstName	LastName	Memo
5/22/06	Glenda	O'Bannon	Mr. Zea called stating that he wanted a contract for \$1.02, I informed him that he has surpassed his 45 day window to reenroll with PES. He said he was told that there was no restricted time, I inform him that was true unfortunately, he said he had a court date on June 16th and he will deal with it then where restriction will be over turned.
1/20/06	Nancy	Williams	Response letter written to AG office by EK sent today
1/19/06	Nancy	Williams	Rec'd Attorney General complaint regarding this account. Requesting response in writing
1/17/06	Nancy	Williams	Spoke with the customer and he is elderly and very confused. He says he really wants to get his bill stabilized. He was hoping that he could come back to PES and get .82 a therm. I explained that we do not have any supply for .82. He said he can't remember who offered him that price. He also said that Peoples Gas called him today about an Attorney General inquiry he filed.
1/16/06	Vernita	Avant	Mr Zea called stating that he was quoted a price of \$.82 last week. Advised that we do not have a price of \$.82. Offered current fixed pricing. Says he wants to speak with Nancy. Advised that she was unavailable but she would provide him with the same information. Customer hung up stating that he would call back.
1/10/06	Nancy	Williams	Per Esther Kang she can not mediate with this position. We have no .62 supply left. I spoke with Mr. Zea and explained our position he stated he will just stay with Nicor
1/10/06	Nancy	Williams	Mr Zea is stating that he rec'd a letter from the ILL Attorney General's office stating that the ICC has completed the informal inquiry with us and that if he wanted to pursue the complaint further he should try contacting us for mediation to resolve. He has requested that I inquire with my Director.
1/10/06	Nancy	Williams	Called Mr Zea he was unavailable
1/10/06	Denovis	molette	Mr. Zea called upset stating he is awaiting call concerning mediation. S. Pierce is out will forward to N. Williams
12/29/05	Sherry	Crawford	Term processed per 12/22 pilot report, no fee assessed, signed before 3/04 & currently on index pricing.
12/22/05	Rosalyn	Parks	Dropped by customer request. Forward term worksheet
12/19/05	Susan	Pierce	ICC inquiry closed...Term account no fee...Updated log, email to internal and external
12/19/05	Denovis	molette	rcvd cancellation ltr per Lawrence Zea, will process early termination paperwork
12/15/05	Susan	Pierce	Rec'd ICC inquiry. Updated log, internal and external email. Will contact customer

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12/12/05	Denovis	molette	Mr. Zea called upset stating he informed us last month to cancel services. I read previous notes, and informed cust we need cancelation in writing. Mr. Zea is very upset stating he is going to ICC about .62 for 5 years, again I informed him price was for 2 years. Mr. Zea stated he would send cancelation ltr asap
11/14/05	Vernita	Avant	Lawrence Zea called about November invoice. Says he is supposed to have \$.62 for 5 or 7 yrs. Advised customer that contract was for 2 yrs and ended 8/31/05. Renewal offer letters were mailed out the end of June. Customer says he has never rec'd any correspondence from PES and he knows that he was locked in for 5 yrs. Advised that a 5 yr agreement was not offered at that time. Offered current rate of \$1.19 fixed for 3 yrs. Customer declined.
12/11/05	Brandee	Golston	Lawrence old & have many questions about his price per therm, bill amount, BB, taxes, utility charges vs. PES charges, I advised.